

# Scott Road Newsletter



Summer 2013



Scott Road  
Medical Centre

[www.scottroad.org.uk](http://www.scottroad.org.uk)

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## Flu Saturday 5th October



This year's flu day is now fixed and we are well into planning a smooth running day to get as many of you who should be vaccinated against flu before the winter.

Last year we managed to vaccinate 66% of our eligible population which was a fantastic result but we would like to do even better this year.

This year is the first year we will be offering the vaccine to all eligible children – it is slightly different from the adult vaccine in that it is given by a spray up the nose rather than by injection. Hopefully the fact that no needles are involved will encourage you to bring your children along to get protected when invited. This year as well as being offered to all children in the at risk group because they have specific health problems, the flu vaccine will be offered to **all** children aged 2 and 3

Pregnant patients should be aware that they are also eligible for a flu vaccination.

You don't need to do anything else for now – if you are in one of the eligible groups for vaccination we will contact you by letter nearer the time. As well as "Flu Saturday" we will also be offering a limited number of additional flu appointments during the week.

If you already have an appointment booked for something else during October or November you may ask for your flu vaccination at the appointment if you are eligible.

## New Website

We are very pleased to announce the arrival of our new website which we hope you will find easier to navigate and more informative than our previous one.

Use the website to get up to date information about the services we offer here in the surgery and other local services and to book doctors appointments and order your repeat prescriptions online.

We would be very grateful to receive any feedback you may have about the new site – positive feedback would be great but if you have noticed something that you think needs changing please let us know and we will take your views on board.



## New Shingles Vaccine

You may have heard in the news about a new shingles vaccine which will be available in the Autumn. We are still awaiting final direction as to exactly who needs to be vaccinated but it is likely to be those aged 70-79 years old. We will send you out a letter if you are eligible later in the year.

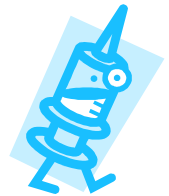
Shingles can be very mild or very unpleasant indeed. Essentially it is a reactivation of chickenpox virus. Once you have had chickenpox, as most of us have as children, the virus stays sleeping in your body and under the right circumstances, such as stress or if you are unwell for some other reason, reactivates itself. You might experience this as an initial tingling followed by a rash of small blisters on one side of the body. If you are lucky this is all you get, but some people get a lot of pain for months after an episode of shingles, and if it happens to reactivate near the eyes or brain it can be very serious indeed. The elderly are more likely to suffer with unpleasant complications from shingles which is why they are being offered the vaccine initially.



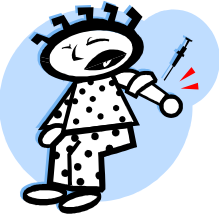
## MMR Vaccine

Fortunately Public Health Wales have recently declared the measles outbreak in Swansea over - there were 1219 cases registered. Luckily we did not have a major problem in our area, however measles remains a potentially very serious disease indeed and you should ensure that you are protected.

Children and young adults are most at risk so we are still offering MMR vaccine to anyone who has not had 2 doses by the age of 25.



## New Rotavirus Vaccine



Rotavirus infection can be very unpleasant and potentially cause serious illness particularly in babies and young children. It causes severe diarrhoea, vomiting, stomach cramps, mild fever and dehydration which can last for over a week. The vaccine is given orally with the new baby vaccines.

## Late Arrivals

If you arrive late for your appointment it is up to the doctor or nurse you were due to see whether they can still see you. You may be asked to wait until the end of surgery or to rebook on another day. Our doctors' appointments are booked at 10 minute intervals and nurses at 15 minute intervals so you can see that if you are 10 minutes late this can have a major knock-on effect on the smooth running of the surgery.

If you are running late for unavoidable reasons please call to let us know and we will of course do our best to accommodate you – we all know unavoidable delays happen – the effect of the bridge of course being particularly relevant to us here! However if you are more than 20 minutes late for a GP appointment or 15 minutes late for a nurse appointment you will probably be asked to rebook at a later date.



## Welcome

We are pleased to announce that Dr Gill Vater will be staying with us as a permanent member of staff from August – she joined us covering Dr Kath Hodkin’s maternity leave and we are delighted that she will be staying with us. Dr Vater will continue to work Monday, Tuesday and Friday in week 1 and Monday, Tuesday and Wednesday in week 2

Dr Hodkin returns from her maternity leave in September, and will work Monday, Tuesday and Friday

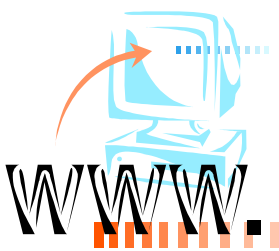
## Travelling Abroad? Get Protected!

We offer a wide range of travel vaccines here in the surgery many of which are free. If you are planning a foreign holiday and you think you might need some vaccinations please fill out one of our travel forms which you can either download from our website or ask for at reception. Please do this at least 6-8 weeks before you plan to travel.

Our nurses will work out what if any vaccines you need and if you call us 2 days later we can let you know what you need to have and get you booked in. A good website resource is [www.fitfortravel.nhs.uk](http://www.fitfortravel.nhs.uk). Please get your vaccinations sorted in good time as it can take up to 8 weeks to complete a course.



## Accessing Repeat Prescriptions and GP Appointments Online



To access the secure online services on our website you need a user name and password. To get this either ask your clinician during your surgery consultation or come to reception. If you ask for your code at reception you will need to bring some sort of ID such as a passport, utility bill or driving licence. If you have lost your code we can easily re-issue it.

Don't miss out on this way of sorting out your appointments and repeat prescriptions – many find it much more convenient than potentially having to join queues on the telephone.

## Patient Participation Group

Our patient participation group is very active in the practice helping to shape the services that we offer and giving us constructive advice and criticism.

The group currently meets about every 2 months but is looking to expand into a virtual group as well, which will be a larger group of people that we can contact by email for views and surveys. If you would like to find out more please contact Reception for more details.

Representatives from the PPG will be at the surgery on our annual flu day on Saturday 5<sup>th</sup> October to tell you more about the group, also look out for the new PPG notice board which is being developed in the waiting room.



## NHS 111



NHS 111 has now replaced NHS Direct in our area for free advice on your medical needs. Use NHS 111 if you are not sure whether or not you need to go to A and E, or which medical service you need. Also call 111 for general advice and help when you are unwell. Remember though, in an emergency you should still dial 999.

## Thank You!

In the last 3 months 89.7% of doctors appointments have been attended and 92.6% of nurses appointments have been attended.

Appointments are always in demand, so if you no longer need your appointment please cancel it, either online or by telephone.



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## Want the Real Story about what's happening in the NHS?

We are all aware that there are many changes happening in the NHS, which is currently under huge financial pressure. The NHS was originally created by Aneurin “Nye” Bevan in 1948 to provide a national free service for improvement of the physical and mental health of the population and for prevention, diagnosis and treatment of illness.

It was thought that as the population got healthier the costs of this service would reduce over time.....of course this has not proven to be the case as advances in science have created more and more investigations and treatments and we have more and more ways of preventing diseases, screening for diseases and managing chronic diseases.

The costs have spiralled and there are now serious questions to be asked by everyone as to what as a society we are prepared to finance.

The British Medical Association (the association that represents the majority of British doctors and medical students) have produced an easy to read guide for patients on NHS reforms at [changingnhs.com](http://changingnhs.com)

For an interesting timeline of the history of the NHS to date see [nhstimeline.nuffieldtrust.org.uk](http://nhstimeline.nuffieldtrust.org.uk)

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## When We Are Closed—What to do between 6PM and 8AM

NHS 111 is now up and running in our area, replacing NHS Direct which no longer operates.

NHS 111 is handling calls to the out of hours service from 6.30 am – 8.00 am and at weekends and bank holidays.

As you know the surgery closes at 6.00 pm. If you need medical help between 6.00 – 6.30 pm your call will be answered by an organisation called Primecare. A member of their staff will take all of your key details and they will liaise with the Out of Hours clinical team on your behalf. After 6.30 you will need to ring 111. Full details of your condition will be obtained and you will either be given advice over the telephone or advised that you need to be seen by a clinician and arrangements made for the most appropriate place and time for this to happen depending on the urgency of your condition.

In summary: if you require medical help which can't wait until we are next open then:

Between 6.00 and 6.30 pm Monday – Friday please call 0330 123 0938

Between 6.30 pm and 8.00 am Monday – Friday, at weekends or on bank holidays please call 111 (this call is free – even to mobiles)

Don't worry if you can't remember these numbers. Call the usual practice number and you will hear a message telling you which number you should call.

Remember, if you have a life threatening emergency call 999.

NHS 111 is new to our area and they, and we, need to know how they are performing. To let us know about your experience you can post a comment via our website. To give feedback directly to NHS 111 by calling them or adding a comment to NHS Choices.

